



Committee on Student Fees and Budget Review

UNIT REPORT: UNIVERSITY HEALTH SERVICES

Loreen Atallah, Budget Analyst
Kara Van Duzer, Budget Analyst

Unit Contacts

Claudia Covello
Executive Director, University Health Services

Laurel Halsey
Administrative Director, University Health Services

Introduction to the Unit

The Tang Center, the main University Health Services facility, provides numerous health and wellness support services and treatment programs for students. Not only does Tang serve as a primary care and urgent care facility, but also houses several health promotion and prevention platforms. The services are designed to promote mental health and safety, while treating and minimizing the impact of illness, and injuries. They have primary care clinics, counseling and psychological clinics, as well as public health programs. Aside from offering medical care, they have a variety of engaging classes and workshops to promote physical and emotional well-being. “Wellness” is an important term at Tang, and they try to promote total body wellness at all times.

The unit is funded from 3 main sources: Fees-for-Service, the Health Fee, and the Student Services Fee. Last year, the operating budget topped \$27 million. This upcoming year, the budget is projected to be \$28,108,587. Fees-for-Service comprise the largest portion of the budget, making up 58% at \$16.2 million. The Health Fee provides 12%, almost \$3.5 million; and the Student Services Fee makes up 30% of the budget at \$8.3 million. Grant funding received made up 1% of the budget last year, however the grant funding will be ending this year.

Unit Director Meeting Findings

In our meeting with Claudia and Laurel, we learned that UHS was continuing to face a deficit that has been continually compounded over the years. Currently, all departments are operating at maximum capacity, especially Counseling & Psychological Services. UHS is experiencing higher appointment volume than any year prior, yet is too understaffed to be able to meet the demands of undergraduate and graduate students. They have already experienced an abnormally high spike in appointment requests early in the semester, a trend that is usually seen to occur later in the year. However, they believe that the increase in service utilization is correlated to an increase in awareness of mental health issues around campus; this is a positive indicator that students are seeking early preventative care, instead of crisis counseling. Students are continually asking for extended hours and lessened wait times—currently, none of these requests are possible as all units are at capacity and overextended. It is not possible for UHS to extend hours or add additional healthcare providers at this time.

Salary levels of employees at the Tang Center are currently rising with market inflation and unionization, yet funding has not increased proportionally; the deficit has been driven by both market and geographic factors.

The Student Services Fee and other revenue sources do not keep pace with enrollment, and the administration feels as though the department is structurally set up to fall into further deficit.

Compliance with Guidelines

The SSF guidelines indicate that the student services fee is intended for use for, but not limited to: services related to psychological health and well-being of students, social and recreational programs, services related to campus life and community, and career support.

It appears that UHS is in compliance with the guidelines. Funding from the Student Services Fee covers various operational expenses that the Tang Center and University Health Services incur and is directed towards core services: urgent care, primary care, and counseling.

Preliminary Recommendations

The Tang Center provides numerous and invaluable services to the University student body as a whole. UHS is currently operating at maximum capacity and is seeing a higher volume of appointments than any other year prior, both in counseling services and outpatient care. With an increase in funding UHS would be able to meet student demand by extending hours and hiring more staff members, thus shortening wait times for services.